

Job Opportunity

Commission on Teacher Credentialing

Ensuring high quality educators for California's diverse students, schools and communities



IT IS AN OBJECTIVE OF THE STATE OF CALIFORNIA TO ACHIEVE A DRUG-FREE WORKPLACE. ANY APPLICANT FOR STATE EMPLOYMENT WILL BE EXPECTED TO BEHAVE IN ACCORDANCE WITH THIS OBJECTIVE BECAUSE THE USE OF ILLEGAL DRUGS IS INCONSISTENT WITH THE LAW OF THE STATE, THE RULES GOVERNING CIVIL SERVICE AND THE SPECIAL TRUST PLACE IN PUBLIC SERVANTS.

ASSOCIATE GOVERNMENTAL PROGRAM ANALYST

Salary:	\$4,600 – \$5,758	Work Hours:	8:00 a.m. – 5:00 p.m.
Tenure/Timebase:	Limited Term / Full time	Final Filing Date:	September 18, 2015
Contact:	Ashim Gardner (916) 324-3937 agardner@ctc.ca.gov	Office/Location:	Commission on Teacher Credentialing Enterprise Technology Support Section 1900 Capitol Avenue Sacramento, CA 95811-4213

The Commission on Teacher Credentialing (CTC) is a **Special Funded** agency and is conveniently located in the downtown area near many popular restaurants, shops, public transportation, and affordable parking options. The purpose of the CTC is to ensure integrity and high quality in the preparation, conduct and professional growth of the educators who serve California's public schools. Its work shall reflect both statutory mandates that govern the Commission and research on professional practices.

***THIS IS A 24 MONTH LIMITED TERM / FULL TIME POSITION. THE POSITION MAY BECOME PERMANENT IN THE FUTURE.**

DUTIES:

Under the direction of the Senior Information Systems Analyst (Supervisor) of the Enterprise Technology Services Section (ETSS), the Associate Governmental Program Analyst (AGPA) will provide analytical expertise and customer support related to the maintenance and operations of the Commission on Teacher Credentialing Automation System Enterprise (CASE) and CTC Online system. The incumbent must be able to work effectively both independently and/or as a team member.

ESSENTIAL FUNCTIONS

Analytical Support for a Web Based Client Server System

The AGPA provides analytical expertise related to the support of the California Commission on Teacher Credentialing web based client server systems. Facilitate meetings with business and technical staff to review/discuss existing or new business requirements. Participate in business improvement process meetings for defects and enhancement planning. The incumbent is responsible for successful analysis, planning, coordination, and oversight of new and existing functional requirements. Research and analyze that CTC policy, Title 5 and Ed Codes regulations are being followed when business requirements are being implemented.

Project Support

The AGPA will work with business staff to create test plans, test scenarios, performance testing, comparison of results to expected outcomes, and provide documentation for processes related to the Programs, Organizations and Authorized users. The AGPA will assist in preparing project planning documentation, project tracking, monitoring project time and costs, documenting project risk and change management. Develop training curriculum and conducts formal training sessions.

Customer Service

With an emphasis on customer service provide support to external stakeholders over the phone or by email. Provide first level contact for incoming requests related to adding users, program data access and failed user access to our Credential Online system. Walk customers through problem solving processes. Track, route and redirect problems to correct resources or next level of support. Follow up with customers and see problems through to resolution.

Procedures and General Support

Formulate procedures to properly handle processes and program alternatives. The AGPA will ensure that daily, weekly and monthly processes have been completed properly and inform the proper person of any issues or failures. Review exception reports, data extracts and emails that provide status of process completion or error concerns.

DESIRABLE QUALIFICATIONS:

Demonstrates a commitment to performing duties in a service-oriented manner. Demonstrates a commitment to maintaining a work environment free from discrimination and sexual harassment. Maintains good work habits and adheres to all policies and procedures.

CONDITIONS OF EMPLOYMENT: Fingerprint Clearance is Required.

WHO MAY APPLY:

Individuals who possess the desirable qualifications listed above, and are currently at the Associate Governmental Program Analyst classification or who have list, transfer, or reinstatement eligibility to the above class may apply. All applicants including transfers must meet the minimum qualifications outlined in the class specifications which can be found at <http://www.calhr.ca.gov/state-hr-professionals/pages/5393.aspx>. Appointment is subject to the State restriction of Appointment (SROA).

FILING INSTRUCTIONS:

Interested applications must submit a completed **Standard State Application** (Form 678) <https://jobs.ca.gov/Profile/StateApplication>. All applicants must clearly indicate the basis of their eligibility (*i.e.*, SROA, surplus, reemployment, reinstatement, transfer, or list eligibility) and write "RPA No. 16-008" on their application. Emailed or faxed applications will not be accepted.

SUBMIT APPLICATIONS TO:

Commission on Teacher Credentialing
Attn: Ashim Gardner, OHR
1900 Capitol Avenue
Sacramento, CA 95811-4213

Applicants may be required to supply verification of minimum qualifications (*i.e.* transcripts) upon request. The applications will be screened and only the most qualified applicants will be invited for an interview. If you have any questions, request information concerning this posting, need assistance in the application process, or require any type of Reasonable Accommodation, please contact Ashim Gardner at 916-324-3937.

If your application is received by the final filing date and you do not hear from us within a reasonable amount of time (3-4 weeks) AFTER the final filing date, you may assume that the position has been filled by the appointment of another eligible person. May fill multiple positions.

The State of California is an equal opportunity employer to all, regardless of age, ancestry, color, disability (mental and physical), exercising the right to family care and medical leave, gender, gender expression, gender identity, genetic information, marital status, medical condition, military or veteran status, national origin, political affiliation, race, religious creed, sex (includes pregnancy, childbirth, breastfeeding and related medical conditions), and sexual orientation.